



POST-TEST for DHA UBO and DQMC Program Webinar:

Dentrix

[broadcast 26 and 28 May 2026]

POST-TEST INSTRUCTIONS: View the recorded Webinar located at [UBO Learning Center Archived Webinars](#) and then complete all of the 10 questions below. Submit your answers via e-mail to webmeeting@triafed.com with “Answers, Post Test **“Dentrix”** in the subject line (a read receipt for your records is recommended). If at least 70% of the questions are answered correctly, you will receive a Certificate of Approval with Index Number via email. If you receive a score of 69% or lower, you will be notified via email and may review the archived Webinar and resubmit the post-test. Results may take up to five business days. If you have any questions, please submit those as well to webmeeting@triafed.com.

1. Multiple Choice: What report should staff use to identify dental encounters that have not been billed to insurance?
 - a. Outstanding Claims Report
 - b. Procedures Not Attached to Insurance Report
 - c. Daily Activity Report
 - d. Ledger Summary Report
2. True or False: When verifying billing type, a patient can have only one billing type assigned.
 - a. True
 - b. False
3. Fill-in-the-Blank: When posting an adjustment, the adjustment amount is put in the _____ box.
 - a. Amount
 - b. Type
 - c. List
 - d. Applied Amount
4. Multiple Choice: Which screen in Dentrix displays a patient's ledger, including charges, payments, and adjustments?
 - a. Family File
 - b. Office Journal
 - c. Insurance Manager
 - d. Ledger
5. True or False: Dentrix can be accessed from the Citrix Storefront.
 - a. True
 - b. False
6. Fill-in-the-Blank: To locate a patient in Dentrix, users can search using the patient's _____.
 - a. Clinic Number
 - b. Provider Name
 - c. DoD ID



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- d. Appointment Time
- 7. Multiple Choice: Before printing a dental claim, what should be done first?
 - a. Open Office Manager and click Office.
 - b. Run the Outstanding Claims Report.
 - c. Verify payment has been received.
 - d. Close the patient's ledger.
- 8. True or False: A VA Authorization number should be added after the dental claim has been printed.
 - a. True
 - b. False
- 9. Fill-in-the-Blank: The ____ feature can be used to quickly locate training documents within Dentrix helpful content.
 - a. Favorites
 - b. Search Function
 - c. History
 - d. Dashboard
- 10. Multiple Choice: What is the first step in obtaining access to Dentrix?
 - a. Submit a request through JKO.
 - b. Log into Dentrix and request access.
 - c. Complete the IRRMSS_EHR Application Modification Form.
 - d. Contact the Help Desk.